1. **GENERAL**

1.1 This Policy Guide outlines the policies governing the operation and services provided by the University Bookstore.

1.2 The function of the University Bookstore is to:

   1.2.1 be the authorized retailer on campus. The University reserves the right to all retailing activities on campus and has delegated them to the Bookstore (with the exception of the Campus Computer Store, certain student retail operations in the Student Union Building and the Graduate Student Building). Faculty organizing events on campus can make alternate retailing arrangements. However, the Bookstore has first refusal to do the retailing as long as the Bookstore is able to provide the desired service. Faculty are encouraged to use the services of the Bookstore. Anyone else wishing to sell books or other merchandise on campus must make arrangements with the Bookstore prior to the hosting of an event.

   1.2.2 provide prescribed reading material (textbooks) for academic courses at the lowest possible price.

   1.2.3 make available to the members of the academic community a variety of general reading material (tradebooks) including titles complementing academic programs at the undergraduate and graduate level.

   1.2.4 provide a special ordering service for academic departments, faculty, students and staff.

   1.2.5 act as the authorized sales outlet for University printed material for class use. Such material is not to be sold directly by departments, faculty or students (for exception, see paragraph 7.2).

   1.2.6 act as sales outlet for material published on campus for commercial use off campus.

   1.2.7 provide, for the convenience of the University community, a variety of non-course related merchandise services.
1.2.8 provide office supplies, and other merchandise on a wholesale basis (retail less 23% with a few shorter discount and no discount exceptions) to University departments.

1.2.9 administer the commercial application of the University licensing program.

1.3 The Bookstore is operated as an ancillary enterprise under the direction of the Bookstore Manager. The Bookstore Manager shall be responsible to the Executive Director of Student & Ancillary Services for all aspects of the operation of the Bookstore.

1.4 A Bookstore Policy Advisory Committee (see Appendix A) is established to advise the Executive Director of Student & Ancillary Services on the operation of the Bookstore.

2. **TEXTBOOK ORDERING POLICY**

2.1 One of the major functions of the Bookstore is to order all textbooks selected by the faculty for courses offered at the University of Victoria and to sell all lab manuals and collections of printed materials (coursepacks) produced for course use.

2.2 Chairs of Departments are responsible for:

2.2.1 providing the Bookstore with the names of required or recommended textbooks for all courses. This information should be made available by April 1 for Fall term texts, October 1 for Spring term, February 1 for Intersession and March 1 for Summer Session.

2.2.2 providing the Bookstore with the estimates of enrolments for each course.

2.2.3 providing the Bookstore with information on course cancellations and changes in teaching appointments where textbook adoptions are affected.

2.2.4 indicating which texts should be returned when the Bookstore reports quantities of remaining titles.

2.3 The Bookstore is responsible for:

2.3.1 ordering texts specified by the faculty in a quantity which, in the judgment of the Bookstore, will be sufficient to bring the inventory up to a level which will meet forecasted needs.

2.3.2 insuring that texts are ordered in sufficient time to be available when required (provided that adequate lead time has been allowed by the Department and that no unavoidable delays occur on the publishers side).

2.3.3 notifying academic departments of delays in textbook shipments.

2.3.4 establishing a list of used textbooks which the Bookstore will repurchase from students.
3. **TEXTBOOK ORDERING PROCEDURES**

3.1 In liaison with the department secretaries the Textbook Department ensures adequate supply of text adoption forms. Departments will be responsible for providing completed adoption forms of all textbooks required for their programs.

3.2 Deadlines for arrival of text adoption forms at the Bookstore are April 1 for Winter Session (Fall and all year), October 1 for Winter Session (Spring term), February 1 for Intersession and March 1 for Summer Session. Upon receipt of adoption forms, eligible adopted titles will be added to the buyback list and the Bookstore will begin repurchasing used texts from students during the buyback period.

3.3 The Bookstore will advise all Departments by August 25 of textbooks in stock and of delays. Updates on problem titles will continue.

3.4 On or about February 15 of each year, the Bookstore will prepare a list of all textbooks currently in stock and forward it to all departments. The departments will be requested to review the list, and indicate by April 1 which texts will be required for courses in the coming academic year. Textbooks not required will be considered surplus and will be returned to the publishers, or otherwise disposed of.

3.5 Heads and Chairs of Departments must insure that the Bookstore is notified in writing as soon as possible of any cancellations of textbooks.

3.6 The Bookstore shall make available the titles of all textbooks required by faculty for University courses, and this information shall be prominently displayed in the Bookstore, for the convenience of students who are selecting textbooks for courses in which they are enrolled.

4. **DISTANCE LEARNING TEXTBOOKS**

4.1 Departments shall order text and materials within regular order deadlines and clearly indicate that the material is for distance education. The department then determines pricing and the appropriate shipping and handling charges in consultation with the Bookstore.

4.2 The Department then has a course materials order form printed which it sends to all students registered for a particular course.

4.3 On the form students are asked to either include a cheque according to the quoted total of costs or to quote their Visa or Mastercard number.

4.4 For rush orders within the last two weeks before classes start, a telephone order line is available at the Bookstore where students may place their order on a tape. The use of this service costs an extra $5.00 to ensure that the information line is only used for emergencies and does not get overloaded.

4.5 The Bookstore on assembling these textbooks, coursebooks, and cassettes (the latter two are generally supplied by the Department), mails out the package.
4.6 Returns of unmarked texts are accepted with the receipt within one month of the date of the first class. For all other course materials, the return privileges will vary by faculty.

4.7 In order for the Bookstore to service distance learning students adequately, order forms must be made available to students by the Departments six weeks before a course starts. Coursebooks and other material to be included in class packages must be delivered to the Bookstore not later than one month before a course starts.

4.8 Course materials to be included in class packages must be delivered to the Bookstore not later than one month before the course starts.

5. ASSISTANCE TO FACULTY FOR THE ACQUISITION OF DESK COPIES OF TEXTBOOKS

5.1 The Bookstore will distribute to Departmental offices, for the use of faculty members, form letters to request complimentary desk copies directly from the publishers.

5.2 The Bookstore will allow an extension of the return limit on the purchase of textbooks of up to six weeks to faculty members who have not yet received free desk copies from the publishers.

5.3 At the time of purchase, the cashier will mark the receipt "desk copy" if payment is made personally. Alternatively, the purchase of a desk copy may be made with a purchase requisition acquired from the Department.

5.4 Returned textbooks must be unmarked, accompanied by the receipt marked "desk copy" or a copy of the purchase requisition (stamped with the charged cash register information).

5.5 Review copies and desk copies are ordered directly from the publishers and not through the Bookstore.

6. PURCHASE OF USED TEXTBOOKS

6.1 Beginning with the first day of exams in April and December, the Bookstore will repurchase used textbooks from students. The Bookstore will determine which books are eligible for buyback.

6.2 Used textbooks will be purchased at one-half the current Bookstore selling price and be resold at three-quarters of the current selling price.

6.3 Used textbook purchases from the buyback list will be made from the beginning of the exam period in April until the end of the third day of classes in September and from the beginning of the exam period in December until the end of the third day of classes in January.
7. **SALE OF LABORATORY MANUALS**

7.1 Academic Departments are responsible for the complete preparation of laboratory manuals. The Bookstore is the designated distributor.

7.2 Lab manuals and coursebooks must **NOT** be sold directly by departments, faculty or students. An exception is made for the Faculty of Law because of the large number of required expensive case study manuals.

7.3 Laboratory manuals will be sold on consignment at the price established by the Department, plus a mark-up of 20% which the Bookstore will retain to cover the cost of distribution.

7.4 Departments must insure that laboratory manuals are supplied in completed form to the Bookstore no later than one week before the start of classes.

7.5 Departments must list all printed materials on textbook adoption forms.

7.6 Departments must complete a copy of the form memo "Lab Manuals, Coursebooks, Etc. to be sold on Consignment as Textbooks" and sent to Bookstore Receiving Department at least one week before the materials are required in class to ensure timely pricing and correct crediting of Department accounts.

7.7 Departments must ensure copyright permission is obtained for all copied materials sold on consignment.

8. **COURSEPACKS** - (Customized collections of printed materials)

8.1 The Bookstore is responsible for the complete preparation of coursepacks.

8.2 Chairs of Departments are responsible for:

8.2.1 providing the Bookstore with a print-ready copy of the materials to be included in the coursepack, and all pertinent copyright information as specified on the copyright reference sheet.

8.2.2 ensuring that materials for inclusion in coursepacks be restricted to 15% of an in-print book (or up to 20% if the item is one complete essay or chapter); 15% of a complete year’s journal volume (not individual issue); 100% of an out-of-print book.

8.2.3 ensuring that the Bookstore receives the coursepack twelve (12) weeks prior to the commencement of term.

8.3 The Bookstore is responsible for:

8.3.1 clearing all copyright permissions.

8.3.2 ensuring submitted materials are within Cancopy guidelines.
8.3.3 ensuring that copyright acknowledgements are included in the coursepacks.

8.3.4 remitting payment to the copyright holders by their specified due date.

8.3.5 submitting the final copy in the official format to the University of Victoria Printing and Duplicating Services Department.

8.3.6 providing a rain-check system for sold-out coursepacks.

8.4 Rain-check orders will be filled within 48 to 72 hours (2-3 business days).

8.5 Coursepacks are not returnable if opened. Otherwise, the normal textbook return policy will apply.

9. **TRADE BOOKS**

9.1 The Bookstore offers a selection of general reading material both in paperback and in hard cover editions.

9.2 The selection of books offered for sale is made from current publishers' catalogues, reviews, customers' suggestions and the Bookstore's own experience of demands.

9.3 Academic Departments are consulted for suggestions for materials reflecting undergraduate and graduate programs.

10. **GENERAL MERCHANDISE**

10.1 The Bookstore offers the following types of general merchandise: school supplies, stationery, art supplies, lab supplies, sporting goods, crested goods, official UVic clothing, greeting cards, magazines and gift items.

10.2 Merchandise is selected in consultation with supplier sales staff, from catalogues, trade fairs, and the University community.

10.3 The Bookstore offers the following services: Canada Post Franchise and a photo-finishing Lab.

10.4 A wholesale catalogue is updated annually and sent to the University departments.

10.5 The Bookstore operates a convenience store/coffee shop named Afinnerty's which serves Starbucks coffee. The following types of products are also offered: groceries, drugstore items, candy, snackfood and magazines.
11. **SPECIAL ORDERS**

11.1 As a service to students, faculty members, staff, and other customers, the Bookstore will order, on request, any book which is currently in print or any merchandise item for which there exists an established supplier contact.

11.2 Departmental book orders (on purchase requisitions) are also handled by the Bookstore as long as "member prices" and other faculty discounts are not expected to apply. Departmental orders for books offered by suppliers at net, or heavily reduced prices are handled by the University Purchasing Department.

12. **UNIVERSITY CALENDARS**

12.1 The Bookstore distributes University Academic Calendars to students, the University community and the public. The mandate is to enforce a one copy per student limit, to supply departments, and to charge a nominal price for all other copies. Mailouts require prepayment of a shipping fee. Free distribution to select institutions continues to be handled by Record Services.

13. **PRICING POLICY**

13.1 It is the Bookstore’s aim to provide textbooks at the lowest possible prices while remaining self sufficient.

13.2 General books are sold at suppliers suggested list prices and general merchandise is priced so as to maintain an average margin of approximately 32%. The aim is to break even.

13.3 Except for specially designated items, discounts of 23% off merchandise sales and 13% off tradebooks are granted to University departments.

13.4 Schools, libraries, government departments, hospitals, and other institutions qualify for a 15% discount off tradebooks and merchandise in stock.

13.5 With the exception of sales to other bookstores, where a 10% courtesy discount is the industry norm, there is no discount off textbooks.

13.6 GST applies on sales other than to the University and provincial governments. Used books and a few isolated items are also exempt.

14. **TERMS OF SALES**

14.1 All sales to individuals must be paid for in cash, by cheque, or charged via Visa and Mastercard. Students for whom credits (for textbooks & supplies) have been established with the Bookstore, may charge against these credits at the cash register. These sales are rung in (by the cashiers) as house charges (Student Holding Account).
14.2 Sales to University Departments are rung up at the cash registers as house charges (Wholesale Holding Account) and subsequently charged by journal entry to departments on the basis of the purchase requisitions received.

14.3 Textbooks, tradebooks, or merchandise may be returned for refund within seven days of purchase. Such books or merchandise must be in mint condition, unless marked as "Used" when purchased. Students who have dropped courses may be granted a return extension. Copies of the return policy are available throughout the year and are offered to customers at the beginning of each term.

14.4 A receipt must accompany each refund request.

14.5 The following items are non-refundable or non-exchangeable: plastic-wrapped books that include cassettes, cd-roms or diskettes (if opened), special order books, plastic-wrapped merchandise (if opened), UVic manuals, magazines and newspapers, bathing suits, calculators, film, food and diskettes.

14.6 In each term return privileges will be suspended as follows: October 31 - Fall/full year courses, February 28 - Spring courses, special dates will be posted for Summer courses and Intersession courses.

15. SECURITY

15.1 The Bookstore is monitored by an exit alarm system. Where and when required, electronic surveillance may be used to monitor sections of the selling floor. It is the Bookstore's policy to apprehend shoplifters after a theft has been witnessed and to turn them over to the police.
Appendix A

BOOKSTORE ADVISORY COMMITTEE

1. NAME & STATUS

1.1 The Committee shall be known as the Bookstore Advisory Committee.

1.2 The Committee shall be a University advisory standing committee, responsible to the Executive Director of Student and Ancillary Services.

2. TERMS OF REFERENCE

2.1 The Committee shall act as the formal liaison between the University Administration, the Student Body and the Faculties on Bookstore policy and services.

2.2 The Committee shall provide advice, upon request of the Executive Director of Student and Ancillary Services, on any matter relating to the operation of the Bookstore.

3. MEMBERSHIP

3.1 The composition of the Committee shall be as follows:

3.1.1 Executive Director of Student and Ancillary Services or designate,

3.1.2 Two students nominated by the UVIC Students Society,

3.1.3 One student nominated by the Graduate Students Society,

3.1.4 One member each from the Faculty of Business, the Faculty of Education, the Faculty of Engineering, the Faculty of Fine Arts, the Faculty of Graduate Studies, the Faculty of Human and Social Development, the Faculty of Humanities, the Faculty of Law, the Faculty of Science, and the Faculty of Social Sciences, nominated by the respective Deans.

3.1.5 Manager of the Bookstore.

3.2 Terms of Office

3.2.1 Faculty members from the Faculties of Humanities, Fine Arts, Human and Social Development, Science and Social Sciences shall serve two-year terms beginning July 1 in odd-numbered years.

3.2.2 Faculty members from the Faculties of Business, Education, Engineering, Graduate Studies, and Law shall serve two-year terms effective October 1 in even-numbered years.
3.2.3 Student members shall serve one-year terms beginning October 1.

3.3 The Executive Director of Student and Ancillary Services shall act as Chair.

4. **MEETINGS**

4.1 The Committee shall meet a minimum of three times during the academic year:

4.1.1 At the commencement of the First Term of Winter Session

4.1.2 At the commencement of the Second Term of Winter Session;

4.1.3 At the end of the academic year.

4.2 Additional meetings may be held at the call of the Chair.

4.3 All new members will participate in an orientation tour of the Bookstore and related services before the first annual meeting.

5. **COMMUNICATIONS**

5.1 All communications from the Committee shall be issued through the Executive Director of Student and Ancillary Services.

6. **SUBCOMMITTEES**

6.1 The Committee may appoint or establish subcommittees to provide it with technical advice on any matter.

6.2 Individuals may be appointed to a subcommittee who are not members of the Bookstore Advisory Committee but at least one member of every subcommittee must be a member of the Bookstore Advisory Committee.

6.3 The subcommittee shall meet as necessary and shall consider its assignment to be completed when it presents its report to the Committee.